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ABSTRACT

This annotated bibliography highlights the following subjects of a seminar sponsored by the Library Association of the City University of New York (LACUNY): multiculturalism, the information society, and the future of libraries. The titles of papers delivered at the seminar are listed, and a brief description of the background of each of the nine speakers is included. The bibliography is divided according to the papers presented, so that each section relates to particular papers. Sections are: (1) Information Technologies, 34 sources; (2) Multiculturalism, 28 sources; and (3) Strategic Visions and the Future of Libraries, 33 sources. (SLD)

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A Bibliography
on the Theme of the 1993 LACUNY Institute

VISIONS AND VALUES: CROSSCURRENTS IN ACADEMIC LIBRARIANSHIP A SYMPOSIUM

Compiled by:

Mimi B. Penchansky, Queens College Library

THE LIBRARY ASSOCIATION
OF THE CITY UNIVERSITY OF NEW YORK
1993

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INTRODUCTION

This seminar has assembled some of the most provocative thinkers in their fields. These panelists address controversies in three areas of current concern in academic libraries in which our visions of the future raise fundamental value-questions.

1. Multiculturalism's meaning and significance -- beyond the rhetoric.
2. Information technology's ambiguous impact on the culture as a whole and on the library as an institution.
3. The possibility of organizational and service alternatives which would meet the needs of the future while preserving and cultivating the human dimensions of the library.

How librarians navigate the crosscurrents of the issues raised in these debates may decide what the future of libraries will look like -- and perhaps whether there is a future for libraries. It will certainly determine whether libraries can live up to their responsibility to aid in the creation of what Pat Schuman in her inaugural address as ALA President called "an ethical, enlightened equitable information age."

This bibliography highlights the subjects of the seminar -- multiculturalism, the information society, and the future of libraries.

Abstracts have been derived from those appearing in printed or online citations when they have been deemed appropriate to this publication.

VISIONS AND VALUES: CROSSCURRENTS IN ACADEMIC LIBRARIANSHIP

THE PROGRAM AND THE PANELISTS

OPENING REMARKS

PROFESSOR STANFORD BIDDLE, President of LACUNY
PROFESSOR MARK ROSENZWEIG, Institute Chair

KEYNOTE SPEAKER:

PATRICIA GLASS SCHUMAN is one of the truly outstanding leaders of our profession. The immediate past President of the American Library Association, her presidential theme: "Your Right to Know: Librarians Make It Happen" epitomizes her commitment to an activist, socially engaged librarianship.

INFORMATION TECHNOLOGIES: ASKING THE RIGHT QUESTIONS

JOHN BUSCHMAN "Myths of the Information Society: A Guide for Librarians"

Mr. Buschman is Associate Professor at Rider College, and Rider Library's Coordinator of Collection Development and Acquisitions. He is the editor of *Critical Approaches to Information Technology in Librarianship: Foundations and Applications* (Greenwood Press, 1993) [forthcoming] and a contributor of several chapters to that volume. His provocative article "Information Technology, Power Structures and the Fate of Librarianship" will appear in the Winter/Spring 1993 issue of *Progressive Librarian.*

RICHARD CURTIS "The End of the Book?"

Mr. Curtis is a well-known NYC-based literary agent and a frequent lecturer on the new information technologies' revolutionary impact on publishing and reading.

MARSHA RA "The Libraries of the City University in Their Electronic Environment"

Ms. Ra is the University Director for Libraries of the City University of New York. She has numerous publications in the area of library automation and was the primary force behind the implementation of CUNY+ (CUNY's NOTIS-based online catalog).

LUNCH: Catered by *MICHAEL ANTHONY*, Catering

MULTICULTURALISM: MEANINGS AND MYSTIFICATIONS

BRENDA MITCHELL-POWELL "Why Multiculturalism? Why Now?

Ms. Mitchell-Powell is the editor-in-chief of the highly-acclaimed, *Multicultural Review*. She is publisher of Orange Bowl Press and president of Orange Bowl Corporation. Currently, she is compiling a multicultural literary anthology for White Pine Press.

DR. MARY BIGGS "Multiculturalism: Questions of Definition and Motive"

Dr. Biggs is Dean of the Library and Professor of English at Trenton State College Library. She has published extensively in scholarly and professional journals on reference and user education services, education for librarianship and the publishing industry. She is also the author of *A Gift That Cannot Be Refused: the Writing and Publishing of Contemporary American Poetry* (Greenwood Press, 1990).

PROFESSOR STANFORD BIDDLE "Observations"

STRATEGIC VISIONS AND THE FUTURE OF LIBRARIES

CHIP STEWART "Humanizing Our Services, Our Organizations--and Ourselves"

Mr. Stewart is Chief of Technical Services at City College Library. He has degrees in history, religious studies and librarianship and is interested in organizational development, library history, and the spiritual dimensions of work. He has assisted in the editing of guides to library automation, standards and professional development.

ANNE LIPOW "Emerging Models for Organizations, Emerging Roles for Librarians"

Ms. Lipow is founder and director of the Library Solutions Institute, a vehicle for small-group deliberations about issues on the cutting edge of librarianship. She is a frequent consultant, speaker, author and classroom instructor in areas of library management, strategic planning skills development, outreach and organizational change. She is a member of the Strategic Visions Steering Committee, an initiative funded by the Council on Library Resources. Formerly she was a Director of Instructional Services at the University of California at Berkeley Library.

THE BIBLIOGRAPHY

INFORMATION TECHNOLOGIES: ASKING THE RIGHT QUESTIONS

Myths of the Information Society: A Guide for Librarians
The End of the Book
The Libraries of the City University of New York in Their Electronic Environment.

Arms, Caroline R. "A New Information Infrastructure." *Online*, 14 (September, 1990), 15-22.

Arms provides background on networks and describes two national networks, the Internet and BITNET. Several related topics are also addressed: convergence of BITNET and the Internet; network decentralization; a proposed comprehensive national research and education network (NREN); libraries and the proposed network; and the library of the future. She includes a network resource guide.

Barnshaw, Anne E. "The Influence of Information Technology on the Availability and Use of Information in the Future--With Special Reference to the Role of the Information Worker and His [sic] Position as Intermediary." *Mousaion*, 5 (1987), 76-88.

Literature on the role of the information worker of the future has shown that unless librarians move away from their present overconcern with their systems and lack of concern with their users, they will become redundant and the task of providing information will be taken out of their hands. Potential information users are more aware of their "right to information" and the means by which they can obtain it. This has encouraged a move away from traditional information-supplying agencies to systems such as databases, teleconferencing and networking systems which provide instant information obtained from a widespread locality. Although librarians have had all the means at their disposal to interact effectively with the user, they have not done so and the service has suffered.

Becker, Joseph. "How to Integrate and Manage New Technology in the Library." *Special Libraries*, 74 (January, 1983), 1-6.

As technology permeates the special library, new requirements will emerge to integrate staff, equipment, and systems and establish connections between information resources and people. Being library managers in special libraries of tomorrow means mastering fundamentals of cost accounting, strategic planning, technological change, and behavioral science.

Bingham, Sanford, and Rex Roberts. "Machines of Enlightenment." *Columbia*, (Fall, 1990), 26-31.

Tracing the revolutionary changes wrought by the impact of computer revolution technology that marked the "dawning of the Information Age," the authors describe various communication technologies (Fax, Audiotex, Hypertext, Fiber-optic Cable, Satellites) and the facilitated access to information made possible by library bibliographic networks. But they caution against "threats to freedom inherent in increasing technological sophistication."

Black, Claudia. *Quiet, Computer at Work.* Student Paper, Georgia Southwestern College, 1986. 16 p. ERIC Document No. ED 281526.

Libraries are becoming information access points, not just book repositories. With greater distribution of printed materials, increased use of optical disks and other compact storage techniques, the emergence of publication on demand, and the proliferation of electronic databases, libraries without large collections will be able to provide prompt access to materials. The library of the future will not be judged by the size of its collection but by its success in providing information quickly and accurately. Books will always be the backbone of the library, however, and the use of computer technology does not mean a loss of human contact for the patron. Library users will always want and need to talk to a librarian.

Buschman, John. "Asking the Right Questions About Information Technology." *American Libraries*, 21 (December 1990), 1026-1030.

Library professionals assume that information technology is good for libraries, librarians, and the public but instead should be asking why it is good and where it will lead. Buschman cites some philosophical changes in library practice, cautioning us to question these changes and consider alternatives. Some of the changes he questions are the growing number of fee-based services, the conception that the ability of information technology to retrieve greater quantity equates with cultural progress, the growing privatization of information, and the conception that technology, including information technology, is neutral. We must not allow the machine "to set the limits of what is valuable, informative, socially worthwhile, and logical".

Bossone, Richard M., and Irwin H. Polishook, Editors. *New Frontiers in Educational Technology: Trends and Issues.* Proceedings of the Conference of the University/Urban Schools National Task Force. (8th, San Francisco, CA, November 14-15, 1986). 90 p. ERIC Document No. ED 281 524.

The papers in this collection of presentations at a conference of the University/Urban Schools National Task Force address topics on trends in educational technology and issues in teaching with educational technology. The following papers are included: "The Appropriate Use of Technology in Education," by James E. Dezell, Jr.; "AT&T and the Future of Educational Technology," by James P. Burke; "The School of the Future," by Judith Johns Hubner; "The Past as Invitation: The Video Encyclopedia of the 20th Century," by Roger B. Fransecky; "Information Retrieval and the Computer," by Ronald J. Boehm; "Technology and the Student's Education," by John Vasconcellos; "American Federation of Teachers' Perspective," by David H. Florio; "National School Boards' Perspective," by James A. Mecklenburger; "A Professor's Perspective," by Alfred Bork; "A Publisher's Perspective," by Richard Robinson; and "Educational Technology in California," by Bill Honig.

Cerych, Ladislav. "Impacts of New Information Technologies on Higher Education." *Higher Education*, 10 (October-December, 1985), 6-12.

The challenge of new information technologies goes beyond university training of information specialists and information science researchers to include training for all professions facing the use of such technology, development of educational technology, and its use in teacher education, and research on the relationship of technologies and social behavior.

Curtis, Richard. *Beyond the Bestseller: A Literary Agent Takes You Inside the Book Business.* (New York: New American Library, 1989).

Davies, Duncan, Diana Bathurst, and Robin Bathurst. *The Telling Image: Changing Balance Between Pictures and Words in a Technological Age.* (New York: Oxford University Press, 1990). 166 p.

Electronic technologies, unknown thirty years ago, have continued the emphasis on universal literacy begun with the invention of the printing press. However, they have done more than bring alphanumerics to preeminence over images. Electronics have made possible technologies that may make pictures as important to human communication as they were more than 3000 years ago. The authors describe video conferencing, interactive video, high-definition television, facsimile machines, satellite surveys as new or innovative communication technologies that need not rely on written or numerical analysis. But new or innovative images are a problem for people who rely on alphanumerics. Schools are among the few places with a grasp of what it means to integrate pictures, words, and numbers. Therefore, the onus is on teachers to find the balance among the three.

DeBuse, Raymond. "So That's a Book...Advancing Technology and the Library." *Information Technology and Libraries*, 7 (March, 1988), 7-18.

Key developments in information technologies lead DeBuse to predict the possible convergence of these developments in the creation of a new publishing and communication medium. The impact of this technology will effect the organization and role of libraries.

Fasick,Adele N. "Moving Into the Future." *Canadian Library Journal*, 41 (February, 1984), 11-15.

Fasick examines the impact of television and computers on children's reading patterns highlighting the new intellectual demands, pressure on families, the need for change on the part of children's librarians, and the need for changing the nature and content of print materials. It is important to maintain the values of the past while moving into technology. She concludes with an examination of the main considerations in choosing library materials--physical format, intellectual content, affective impact. [See, too, her article in *Top of the News*, 40 (Summer, 984), 405-413 on the same topic.]

Heterick, Robert C., Jr. "Networked Information: What Can We Expect and When?" *CAUSE/EFFECT*, 13 (Summer, 1990), 9-14.

This article describes some of the potential inhibitors of the transformation of libraries by digital technologies and some steps that universities can take to overcome them. Included is information about the formation of a national coalition by the Association of Research Libraries, CAUSE, and EDUCOM--the Coalition for Networked Information.

Kibirige, Harry M. "Information Communication Highways in the 1990s: An Analysis of Their Potential Impact on Library Automation." *Information Technology and Libraries*, 10 (September, 1991), 172-184.

This in-depth article explains how the combined increases in bandwidth of networks (primarily through the increased use of fiber optic cable and satellite transmission) and computing power of local systems are bringing immense changes in the library and information industry.

Lipow, Anne Grodzins. "The Online Catalog: Exceeding Our Grasp." *American Libraries*, 20 (October, 1989), 62-65.

It is important to consider two problems related to the use of online catalogs: (1) staff training has not kept pace with new catalogs resulting in a lack of search expertise in staff and patrons; and (2) users expect instant access to materials found in the catalog. Lipow argues that these problems must be addressed to serve library patrons adequately.

Lipow, Anne Grodzins. "Practical Considerations of the Current Capabilities of Subject Access in Online Public Catalogs." *Library Resources and Technical Services*, 27 (January-March, 1983), 81-87.

This overview of the current capabilities of subject access in online public catalogs discusses keyword searching versus subject cataloging, users' views of the online catalog, and user-friendly versus user-hostile systems. Lipow cites existing online catalogs in public and academic libraries as examples.

Lipow, Anne Grodzins. "Teach Online Catalog Users the MARC Format? Are You Kidding?" *Journal of Academic Librarianship*, 17 (May, 1991), 80-85.

Lipow discusses the idea of including information about the MARC format in library online catalog instruction. She describes the difficulties that users encounter when using different online catalogs with different formats and includes a presentation developed at the University of California at Berkeley to explain the MARC format to users.

McLuhan, Marshall, and Eric McLuhan. *Laws of Media: The New Science*. (Toronto: University of Toronto Press, 1988). 258 p.

This book, consisting of several of McLuhan's unfinished chapters and manuscripts revised and extended by his son, presents his four laws of media: The Law of Enhancement (What does the medium enhance or intensify?), The Law of Obsolescence (What does the medium render obsolete, or what does it replace?), The Law of Retrieval (What does the medium retrieve that was previously obsolete?), and The Law of Reversal (What does it produce or become when pressed to its extreme?) The McLuhans present a visual analysis applying the laws to various media. They argue for their alternative analysis of the impact of technology which will enable control of this technology and our environment.

Martin, Susan K. "Information Technology and Libraries: Toward the Year 2000." *College and Research Libraries*, 50 (July, 1989), 397-405.

Some current trends will intensify and begin to make major changes in the way that libraries operate and the way that society uses information technologies in the next century. Among the trends are: more focus on user needs, with users accessing electronic information directly; an increasing tendency for information users to bypass the library; the obsolescence of first-and-second-generation systems; a contention between optical products and online access; and a focus in the United States on formulation of major information policies. Inherent in these are both challenges and opportunities for libraries.

Olson, David R. *Media and Symbols: The Forms of Expression, Communication, and Education.* (Chicago, IL: University of Chicago Press, 1974). 508 p. [73rd Yearbook of the National Society for the Study of Education]

In 1954, the *NSSE Yearbook* examined television as the newest mass medium that could no longer be ignored as an educational force. Its potential for both good and evil was the subject of inquiry. Twenty years later, the *NSSE Yearbook* zeroes in on both the instructional potential and limitations of new technologies of communication, identifying limitations both in the failure of educators to exploit the potential and in the deliberate restrictions educators, threatened by the changes new technology sets in motion, have placed on usage. Olson examines the possibility that the communications revolution necessitates a broadening of the educational process. The question posed by George Gerbner at the end of the book is whether communications revolutions lead to fundamental change or only extend the reach and scope of present structures. "The answer resides not in the potential of technology, but in the response of institutions." And institutions use technology to further their own purposes.

Palmer, Janet J. *Cultural Literacy and Computer Literacy: Cautions for the Third World.* 1990. 11 p. ERIC Document No. ED 331 496.

To prepare students for the Information Age, many developing nations provide courses in computer literacy. While computers can teach more efficiently and effectively than traditional methodologies, developing nations need to be aware of the effect of computer literacy on cultural awareness and cultural literacy. Computers, as language-based devices, can select, amplify, reduce, and even eliminate, elements of a society's culture, because they themselves are influenced by culture. Solutions to this computer-cultural literacy problem include reassessing the role of the teacher in an electronic classroom, examining the rationale behind the use of computer-assisted instruction, and using multicultural versions of computer software and hypermedia.

Pool, Ithiel de Sola. *Technologies Without Boundaries: On Telecommunications in a Global Age.* Edited by Eli M. Noam. (Cambridge, MA: Harvard University Press, 1990). 283 p.

Beginning with an introduction to the technologies of telecommunications and their social and political histories, Pool discusses their impact on the world's cultures and concludes that telecommunications can humanize our environment, promote cultural diversity, and empower the individual.

Postman, Neil. *Technopoly: The Surrender of Culture to Technology*. (New York: Knopf, 1992). 222 p.

Postman asks the reader to consider the ways technology has undermined our common humanity and common sense. He points out how medical, computer, and managerial technology can make us sicker and more confused. He describes the staggering amount of information that we produce with advanced technology (in the U.S., we have 260,000 billboards, 11,520 newspapers, 11,556 periodicals, 27,000 video outlets, more than 500 million radios, and more than 100 million computers--90% of American homes own at least one TV set, 40,000 new book titles are published each year, and we receive 60 billion pieces of junk mail yearly). Postman suggests education as one of the best ways to cope with this technological information overload. The road to self-awareness involves "maintaining an epistemological and psychic distance from any technology, so that it always appears somewhat strange, never inevitable and never natural."

Quinn, Judy, Editor. "Visions of the '90s." *Library Journal*, 115 (February 15, 1990), 141-162.

Five articles present the views of editors, publishers, librarians, and distributors on the future of book publishing and libraries. Some of the issues discussed include the potential for electronic publishing and ordering systems; marketing strategies; the status of the publishing industry; the quality of the published books; and federal responsibility for education, literacy, and libraries.

Roberts, Kenneth H. *The Library in Tomorrow's Society: A Literature Review*. (Paris, France: UNESCO, General Information Programme, 1987). 114 p. ERIC Document No. ED 290 480.

Intended to reflect the international library community's expectations for the next ten to fifteen years and the place of the library in tomorrow's world, this extensive selective review focuses on the professional literature published between 1982 and 1986 which treats the probable evolution of different types of libraries in both developed and developing countries. The following topics are covered: (1) the future information society; (2) the future for librarians-- the search for roles, the influence of technology, professional education and training; (3) the future for libraries of all types; (4) organization and administration of libraries--influence of technological innovations, information system design, policy and planning, interlibrary cooperation, networking, the management of change, the use of marketing methods, fees for service, and manpower issues; (5) library and information work--technological innovations, developing countries, document delivery, social aspects, information communication, online information retrieval;(6) related areas--computer and telecommunications technology, publishing and storage media. The summary chapter notes that the review points to the increasing value placed on information by contemporary society and raises questions of how libraries will meet the demand for access and how the costs of access will be borne.

Rogers, Sharon J., and Charlene S. Hurt. "How Scholarly Communication Should Work in the 21st Century." *College & Research Libraries*, 51 (January, 1990), 5-8.

Scholarly journals are obsolete as the primary vehicle for scholarly communication. Rogers and Hurt urge that we harness available technologies to reform the entire system of scholarly communication, indicating that appropriate steps to do so will allow us to use the $500 million spent annually on journal subscriptions to finance a new system. They describe steps to be taken that will make the new system a reality. [This essay originally appeared in the October 18, 1989 issue of *The Chronicle of Higher Education*, the Point of View section, on page A56]

Roysdon, Christine M., and Laura Lee Elliott. "Electronic Integration of Library Services Through a Campuswide Network." *RQ*, 28 (Fall, 1988), 82-93.

In 1986, Lehigh University initiated a campuswide network, creating an integrated electronic workplace for users. Through the capabilities of this network, a broader range of library services is available to the university community. Network reference services include electronic question negotiation, online searching applications, and uploaded bibliographic files. The growth of this network demonstrates enhanced efficiency and communication between patrons and librarians.

Rumsey, Eric. "The Power of the New Microcomputers: Challenge and Opportunity." *College & Research Libraries*, 51 (March, 1990), 95-99.

In the next few years the power and usability of the microcomputer will increase immensely. Current developments that are contribuing to this growth are CD-ROM, the 80386 microprocessor, and the graphic user interface. As the information-handling capability of the computer grows with these new developments, the microcomputer industry will increasingly market information products to end users. As this happens, the library will be challenged to provide users the same ease of access to information that they have on their own computers.

Schuman, Patricia Glass. "Reclaiming Our Technological Future." *Library Journal*, 115 (March 1, 1990), 34-38.

Schuman discusses the future of libraries and librarians focusing on the effects of the information explosion and the application of new technology to provide greater access for users. She considers the information industry, electronic publishing and the role of libraries and stresses the importance of professional librarians in determining developments in library services.

Steele, Colin. "From Punched Cards to Robots: Our Ascent into Technology." *Wilson Library Bulletin*, 62 (October, 1987), 29-32.

Selective analysis of the library literature affirms the difficulty of predicting accurately the rate of technological change and the interpretation of trends. A juxtaposition of the library predictions and those of science fiction writers reveals surprising bibliographic visions of the future.

Sullivan, Peggy. "Technology and Behavior: An Essay on Meaning." *American Libraries*, 22, (November, 1991), 994-996.

Sullivan discusses the history of technology as new technologies affect the history of behavior change in members of society. The transformation of information by new technologies has always prodded libraries on to the future; and it is the extent to which those transformations have changed librarians and library users that has determined how long-lasting and significant that effect has been.

Wilson, Pauline. "Youth Services in the Information Society." *School Library Journal*, 31 (August, 1985), 22-24.

This essay addresses the role of the children's librarian in introducing youth to the characteristics and use of information technologies. The discussion covers the Electronic Utopia, library education's view of services to youth, problems of illiteracy and semiliteracy, and the differences between oral and literate cultures.

Woodsworth, Anne. "Emerging Electronic Library Services." *Academic Computing*, 4 (February, 1990), 26-28, 50.

Woodsworth's discussion of electronic library services and information and resource sharing highlights cooperative ventures between Carnegie Mellon University, the University of Pittsburgh, and the Carnegie Library of Pittsburgh. She describes computer networks, discusses online catalogs and explains the differences between hardware and software, concluding with suggestions for future developments.

Young, Phillip H. "Death of the Book Greatly Exaggerated." *College and Research Libraries News*, 53 (July/August, 1992), 452-453.

Young describes the book auction he attended and the enthusiasm of the crowd--book lovers all. These people "have not read the reports of an imminent paperless society and the demise of the book in favor of online, digital information retrieval. These people have not retuned their focus from acquisition to access. "The good news," he maintains, "is that there is still a 'real world' where books and literacy are not yet dead."

MULTICULTURALISM: MEANINGS AND MYSTIFICATIONS

WHY MULTICULTURALISM? WHY NOW? MULTICULTURALISM: QUESTIONS OF DEFINITION AND MOTIVE

Barron, Daniel D. "Keeping Current: School Library Media Specialists and the Global Village." *School Library Media Activities Monthly,* 8 (March, 1992), 48-51.

This article deals with the concept of a global village and suggests 32 resources to help schools develop programs of global education. Materials described include general background resources, descriptions of global education programs that relate to specific curriculum areas, and resources that have implications for school library media programs.

Bayfield, Juliana. "Children's Library Services for Multicultural Societies in Australia." *International Library Review,* 14 (July, 1982), 289-302.

The author discusses the multicultural society in Australia in terms of the need for appropriate public library services for children, particularly those in minority groups. Highlighted topics are funding, available literature, acquisitions, and multilingual staff considerations.

Chadley, Otis A. "Addressing Cultural Diversity in Academic and Research Libraries." *College and Research Libraries,* 53 (May, 1992), 206-214.

This 1990 survey examines cultural diversity in 30 Association of Research Libraries member libraries in relation to recruitment of librarians, minority internship programs, multicultural services librarians and programs, and collections. Results indicate that research libraries are making increased efforts to create a culturally diverse environment and identifies the need to attract underrepresented minorities to the work force.

Chambers, Joanna Fountain. *Hey , Miss! You Got a Book for Me? A Model Multicultural Resource Collection: Annotated Bibliography.* Second Edition; Revised and Expanded. (Austin, TX: Austin Bilingual Language Editions, 1980). 97 p.

This annotated bibliography describes a model resource collection of over 350 book and audiovisual titles for a multicultural setting. While its emphasis is on Spanish language and cultural groups, a number of dual-language items have been included for speakers of Chinese, French, Greek, and Vietnamese. In addition to annotations, the listings provide information on the language level, interest level, binding, and copyright status of each title.

Fish, James. "Responding to Cultural Diversity: A Library in Transition." *Wilson Library Bulletin*, 66 (February, 1992), 34-37.

This discussion of cultural diversity in a rapidly changing population focuses on efforts at the San Jose Public Library to respond to cultural and demographic changes. Fish reviews the obstacles to responding as well as positive responses, which include creation of policy statements, developing goals and objectives, administrative reorganization, and staffing changes.

Glaviano, Cliff, and Errol R. Lam. "Academic Libraries and Affirmative Action: Approaching Cultural Diversity." *College and Research Libraries*, 51 (November, 1990), 513-523.

The authors discuss affirmative action strategies in academic libraries that have attempted to improve the percentage of minorities in librarianship. They contend that it is important to stress the value of greater cultural diversity within the academic libraries, and describe specific tools that can be used to increase the number of minorities.

Harmon, Charles. "Multicultural/Nonsexist Collections: A Closer Look." *Top of the News*, 43 (Spring, 1987), 303-306.

The author discusses the role of librarians in terms of their responsibility to examine the social content of children's literature and then decide whether that content is appropriate for a particular child based on possible biases.

Huston, Mary M. "May I Introduce You: Teaching Culturally Diverse End-Users Through Everyday Information Seeking Experiences." *Reference Services Review*, 17 (1989), 7-11.

Huston's discussion of library instruction for teaching the use of computer-based searching techniques focuses on a study conducted at Evergreen State College to determine novice and experienced users' information seeking habits, and to create a multicultural teaching model for researchers that acknowledges the users' conceptual frameworks.

Journal of Multicultural Librarianship. (London: International Federation of Library Associations and Institutions. Section of Library Services to Multicultural Populations, 1986-1991)

Published from July, 1986 to July, 1991 and superseded by *Multicultural Review*, this journal includes articles on multicultural librarianship and bibliographies. The third issue of each volume is a bibliographical update issue that includes an extensive annotated bibliography of multicultural librarianship.

Kflu, Tesfai, and Mary A. Loomba. "Academic Libraries and the Culturally Diverse Student Population." *College and Research Libraries News*, 51 (June, 1990), 524-527.

The growing cultural diversity and its impact on the "traditional" American way of life is being seriously discussed and analyzed by academic institutions, city governments, and other organizations. The goal of any academic institution is for students to enjoy satisfying educational experiences in a positive learning environment. The college or university library is the ideal setting in which these goals should be realized especially for minority and international students.

Klein, Gillian. "Educating Librarians to Serve Culturally Diverse and Racially Unequal Societies in Europe." *European Journal of Education*, 26 (1991), 73-79.

A British program for multicultural librarian training aims to develop understanding of Europe's cultural and ethnic diversity, the historical roots of racism, and the political and institutional structures that sustain racist attitudes and practices. This training will equip librarians to provide services to all patrons in ways not supporting discrimination.

Klein, Gillian. *Evaluation and Dissemination of Educational Materials of Relevance in a Multicultural Society.* Paper Presented at the Annual Meeting of the American Research Association (67th, San Francisco, CA, April 16-20, 1986). 15 p. ERIC Document No. 277 377.

This paper discusses the evaluation and dissemination of educational materials of relevance in a multicultural society in the context of cultural diversity in Great Britain, and of information service provision in education. It is important to understand the background of multicultural education in the UK in terms of both societal and educational factors, including linguistic problems and lack of staff trained to meet the needs of multicultural students. Arguing that many books and materials currently in schools manifest racist bias, the paper suggests that the first step in dealing with this issue is to raise the awareness of teachers and librarians by increasing their understanding of how to evaluate and select materials for use in schools and libraries.

Mandell, Phyllis Levy. "Cultural Diversity Videos, Part One: African Americans." *School Library Journal*, 38 (January, 1992), 49-51, 54-56, 58-65.

This is the first in a series of annotated lists of videos that are being published to help school librarians select materials that emphasize the historical and cultural contributions of ethnic minority groups. It reviews more than 200 videos that document the contributions of African Americans.

Marcum, Deanna B., and Elizabeth W. Stone. "Literacy: The Library Legend." *American Libraries*, 22 (March, 1991), 202-205.

The major influx of immigrant populations in the United States in the nineteenth and early twentieth centuries had an impact on library services and literacy programs for the multicultural populations established during this period. This article considers questions about past and current missions of the public library.

Metoyer-Duran, Cheryl. "The Information and Referral Process in Culturally Diverse Communities." *RQ*, 32 (Spring, 1993), 359-371.

American Indian, Chinese, Japanese, Korean, and Latino gatekeepers function as information and referral (I&R) agents. Their use of information sources (interpersonal, institutional, print, and mass media) for problem solving is situation specific. Furthermore, although most gatekeepers interviewed believe that the public library has a moderate level of credibility as a potential information source, they do not now make extensive use of this source. The majority of gatekeepers interviewed favor the formation of a community I&R center but do not necessarily envision that center as part of the public library. Despite these findings, the public library could play an important role as an I&R agent in culturally diverse communities, for instance, by targeting information services to gatekeepers and other members of culturally diverse communities.

Metoyer-Duran, Cheryl. *Information Gatekeepers in California's Ethnic Communities. Final Report.* (Los Angeles: University of California. Graduate School of Library and Information Science, 1991). ERIC Document No. ED 333 877. 265 p.

This study examines the information seeking behavior of gatekeepers in five ethnolinguistic communities: American Indian, Chinese, Japanese, Korean, and Latino. The major findings reveal that gatekeepers: (1) are multilingual and multiliterate; (2) communicate regularly and extensively with their communities through their interpersonal network of family and friends; (3) network with community organizations and institutions; (4) rely on the telephone for receiving and responding to information requests; (5) utilize a variety of information technologies, including computers, when responding to information requests; (6) depend on English and non-English mass media for information; (7) identify a hierarchy of information needs for themselves and their communities; and (8) indicate high levels of library awareness.

Mitchell-Powell, Brenda. "Color Me Multicultural." *Multicultural Review,* 1 (October, 1992), 15-17.

The writer, Editor-in-Chief of *Multicultural Review,* discusses an all day symposium on diversity sponsored by the American Institute of Graphic Arts to express concern over the lack of representation in the graphic arts of people of color, to recruit more representative membership and to encourage national engagement in response to changing demographics. She urges information professionals--graphic designers, librarians, educators, and publishers, among others--to insure that the culture is informed by and responsive to *all* constituents.

Multicultural Review: Dedicated to a Better Understanding of Ethnic, Racial, and Religious Diversity. (Westport, CT: Greenwood Press Publicationsd, 1992-) Published Quarterly $59/yr Published previously as *Journal of Multicultural Librarianship.*

Beginning with Volume 1, No. 1 (1991) *Multicultural Review* incorporates the *Journal of Multicultural Librarianship.* The journal provides reviews of multicultural materials and information on the subject of multiculturalism.

Mylopoulos, Chryss. "Trends in Multicultural Programming." *Canadian Library Journal,* 42 (February., 1985), 22-25.

This article outlines the basic principles and philosophy behind library multicultural programs and provides a brief overview of the development of such programs in Canadian libraries. Mylopoulos notes programming themes such as cultural identity, contributions of ethnocultural groups to Canadian society, the interpretation of multiculturalism as social policy, and suggests ways of integrating multicultural programming into mainstream library programming.

Nauman, Ann K. "School Librarians and Cultural Pluralism." *Reading Teacher,* 41 (November, 1987), 201-205.

Nauman notes that with the growing diversity in ethnic backgrounds, school librarians are challenged to find materials to meet cultural needs.

Quezada, Shelley. "Mainstreaming Library Services to Multicultural Populations: The Evolving Tapestry." *Wilson Library Bulletin,* 66 (February, 1992), 28-29, 120.

This is an overview of the special issue of *Wilson Library Bulletin* devoted to library services to a growing racially and ethnically diverse population. Its highlights include nationwide responses from professional associations and government agencies; reaching community libraries; making library activities accessible to underserved populations; and the library's role as a center for lifelong learning.

Rasmussen, Bonnie. "Dealing with Sexism and Ethnocentrism in Literature." *English in Australia,* No. 60 (June, 1982), 54-57.

Just as schools can teach consumerism and active criticism toward unfair advertising techniques, so too can schools teach a watchdog attitude toward prejudice through the use of multicultural reading materials in libraries and classrooms.

Shaver, Marilyn. *Cultural Diversity Programming in ARL Libraries.* (Washington: Association of Research Libraries, Office of Management Services, 1990). ERIC Document No. ED 331 523. [SPEC Kit #165]

This SPEC kit examines the practices of ARL member libraries in the area of cultural diversity programming. The libraries were surveyed to determine if they offered programs which supported ethnic/cultural/sensitivity training in the workplace. Survey results in the following areas--library programs, recruiting, retaining, and managing diverse workforces, and library services--permit the identification of major issues and trends in cultural diversity programming.

Stoffle, Carla J. "A New Library for the New Undergraduate." *Library Journal,* 115 (October, 1990), 47-51.

Stoffle discusses the role of the undergraduate library in bibliographic instruction, research on student information needs and use, minority and multicultural education, and teaching life-long learning skills. She addresses, too, issues related to staffing, collections, access, and teaching of critical thinking skills.

Taylor, Charles A., Compiler. *Guide to Multicultural Resources.* (Madison, WI:Praxis Pubs., 1987) 512 p. [Praxis Publications, Inc., P.O. Box 9869, Madison, WI 53715]

This is a directory of organizations, libraries, businesses, schools, publications and other resources that supply information about ethnic and racial groups. All listings include contact names, addresses, and phone numbers, and many are annotated with details on organizational purpose and services provided. The guide is divided into chapters, four of which are organized around a different ethnic group (Afro-Americans, Asian Americans, Hispanic Americans, and Native Americans). A fifth chapter focuses on multicultural resources.

Trujillo, Roberto G., and David C. Weber. "Academic Library Responses to Cultural Diversity: A Position Paper for the 1990s." *Journal of Academic Librarianship*, 17 (July, 1991), 157-161.

The writers consider the successes and failures of academic library responses to multiculturalism and suggest some steps to improve these responses. Topics discussed include recruitment of professional and support staff, changing the composition of management, the role of the library director, developing internships and mentoring, marketing the library, and building library collections.

Welch, Janet E., and R. Errol Lam. "The Library and the Pluralistic Campus in the Year 2000: Implications for Administrators." *Library Administration and Management*, 5 (Fall, 1991), 212-216.

This discussion of changing demographics and implications for academic libraries focuses on the expected increases in the numbers of African Americans and international students. The authors describe educational trends and offer program ideas for academic libraries preparing for a multicultural environment, including sensitivity training for staff, minority programs, and collection development.

Williams, Helen E., Comp. "Multicultural Books in Schools: Collection Development Aids." *School Library Media Annual*, 9 (1991), 42-48.

Williams presents an annotated bibliography of 16 bibliographic sources and journals to help school library media specialists identify multicultural books and materials for their collections. She describes the ethnic and cultural diversity of student populations in the public schools and discusses the benefits of multicultural literature.

STRATEGIC VISIONS AND THE FUTURE OF LIBRARIES

Humanizing Our Services, Our Organizations--and Ourselves. Emerging Models for Organizations, Emerging Roles for Librarians.

Biddle, Stanton F. *Planning in the University Library.* (Westport, CT: Greenwood Press, 1992), 227p.

Biggs, Mary. "Information Overload and Information Seekers: What We Know About Them, What to Do About Them." *Reference Librarian,* No. 25-26 (1989), 411-429.

Biggs considers the interrelationship of the challenges of information overload and outreach and describes a vision of the future mission of information services. She summarizes the ideas set forth in two recent books on value-added processes in information systems and new priorities for the university.

Biggs, Mary. "Replacing the Fast Fact Drop-In with Gourmet Information Service: A Symposium." *Journal of Academic Librarianship,* 11 (May, 1985), 68-78.

Seven articles provide reactions to the lead essay on the topic of library reference work. Highlights include quality and quantity, prestige, making appointments, staffing patterns, reduction in hours at the reference desk, tasks for non-reference desk hours, professionalization, innovation, evaluation, fees, and gender makeup of librarianship.

Black, Ken, and Others. "The Reference Librarian of the Future: Rejoinders." *RQ,* 25 (Summer, 1986), 17-24.

Eight responses reacting to the Surprenant and Perry-Holmes article (RQ, Winter, 1985) [cited herein] cover the following topics: (1) the information poor; (2) information consultants; (3) information interpretation; (4) library education; (5) the human element; (6) revitalizing reference functions; (7) librarians' responsibilities and opportunities; and (8) diversity of the library profession.

Brittain, J. Michael. "Information Specialists: New Directions for Education and Training." *Journal of Information Science,* 13 (1987), 321-326.

Brittain describes the emerging market of employment opportunities available in information work outside traditional libraries and information service units. He discusses the need for information science curricula that includes relevant information technologies and predicts difficulties in implementing the suggested curricula. He recommends a national framework for information science training and education.

Buschman, John. "A Critical Inquiry into Librarianship: Applications of the 'New Sociology of Education'." *Library Quarterly*, 61 (January, 1991), 15-40.

This discussion of the new sociology of education suggests applications to current research and practice in the field of librarianship. Buschman stresses connections of librarianship to dominant political, social, and economic trends, and emphasizes the need for library researchers to study these connections.

Buschman, John. "A Critique of the Information Broker: Contexts of Reference Services." *Reference Librarian*, no. 31 (1990), 131-151.

The author argues that, with the trend toward viewing reference librarians as information brokers and the reification and privatization of information, the traditional goals of libraries and librarianship are being lost, i. e., providing free and open access to books and information to promote informed democracy and the public good.

Cimbala, Diane J. "The Scholarly Information Center: An Organizational Model." *College and Research Libraries*, 48 (September, 1987), 393-398.

The author discusses the growing similarities between academic libraries and computing centers and proposes an organizational model for the union of the two into an information services center. She examines the administrative and personnel implications of such a union.

Curran, Charles. "Two Models for Librarianship in the 1990s." *American Libraries*, 22 (March, 1991), 254.

Curran subheads his "On My Mind" column with the question: "Mere ushers in the temple of knowledge, or high priests in a new religion?" He advocates that librarians identify the information people want, identify affordable information delivery systems, and engineer client-information matches, both in response to demands made by our regular clients and those of new clients we recruit.

Gremmels, Gillian S. "Reference in the Public Interest: An Examination of Ethics." *RQ*, 30 (Spring, 1991), 362-369.

This article examines the validity of the neutrality stance used as the primary response to reference questions that present ethical dilemmas. Gremmels considers the problem from two perspectives: recent advances in research methodology and new theories of the public interest from the disciplines of political science and communication. She concludes that achieving objectivity is impossible for humans and that librarianship, like all human endeavor, is riddled with values. She proposes a communitarian ethic that would recast reference work as a force for the public good.

Hood, Lillian. "Library Administration: A Humanistic Approach." *Current Studies in Librarianship*, 4 (Spring-Fall, 1980), 53-64.

The author discusses the tasks of library administration in relation to autocratic, participatory, and contingency approaches to management problems. The psychological and organizational side effects of the three management styles suggest a humanistic combination of approaches.

Howard, Helen. "Innovation in University Organization: The Communication Model." *Journal of Academic Libarianship*, 6 (May, 1980), 77-82.

This organizational model is innovative in that it groups the library and one or more other information/communication functions under a senior administrator. The author deems present university structures ill equipped to cope successfully with modern pressures and rapid change and offers eight examples of the communication model proposed.

Jaffe, Martin. "The Road Less Traveled: An Alternative to the Bureaucratic Model of Librarianship." *Wilson Library Bulletin*, 65 (December, 1990), 49-51.

Although the characteristics of librarianship are definitely those of a profession, in practice many libraries actually operate under a nonprofesssional or bureaucratic organizational model. Using the hypothetical experiences of an entry-level librarian, Jaffe offers an alternative vision of a professional model.

Koenig, Michael E. D. "Linking Library Users: A Culture Change in Librarianship." *American Libraries*, 21 (October, 1990), 844 -849.

Koenig avers that "the continuing evolution of information technology will soon enable, and indeed require, changes both in the design of information systems and in the way librarians define their roles." He advocates USD (user-supplied data)--evaluative comments from library users about specific holdings. This facility, made possible by new software such as hypertext, will permit librarians to "tear down the cultural roadblock that prevents their offering judgmental and evaluative information in the bibliographic access mechanisms of libraries."

Kuhlthau, Carol Collier. *Information Skills for an Information Society: A Review of Research.* (Syracuse, New York: ERIC Clearinghouse on Information Resources, Syracuse University, 1987. 34 p. ERIC Document No. ED 297 740.

This is a review of the research literature comprising a discussion and description of functional/information literacy in the age of computers and the resulting information explosion. The author defines information literacy as comprising library skills and computer literacy. She discusses the means by which students can become competent information users in the future. Developing these skills will help them lead productive, meaningful lives.

Leonard, Gloria, and Others. "The Ways We Serve." *Library Administration and Management*, 5 (Fall, 1991), 204-211.

Four articles discuss library services to diverse user groups. Highlights include the Seattle Public Library's Human Diversity Training Program for library staff; cultural diversity at the University of Northern Colorado, including library collection development; information needs of physicists in special libraries; and library services to Native Americans through public tribal libraries.

Lewis, David W. "Inventing the Electronic University." *College and Research Libraries*, 49 (July, 1988), 291-304.

Higher education is confronting a fundamental change. The transition from print on paper to digital and electronic technologies is transforming instruction, scholarly communication and the storage and preservation of knowledge. What is required is not the automation of old systems, but the restructuring of institutions. The drive for autonomy, needed for effective scholarship, and the push for standardization, needed to assure easy and open access to information, will create conflicts difficult to resolve. Universities must find new ways of funding and financing information services and new staffing patterns if they are to continue as effective learning and research centers. "Electronic communication is not simply a link to colleagues, but a link to resources. It can replace storage, or as a librarian would put it, "access can replace ownership."

Lewis, David W. "An Organizational Paradigm for Effective Academic Libraries." *College and Research Libraries*, 47 (July, 1986), 337-353.

Examining the writings of organizational theorists and related work by librarians, Lewis considers organizational structures of academic libraries and develops an organizational model based on this review. His model comprises a modified professional bureaucratic structure, flexible resource allocation, use of management information systems, export of production functions, and development of an organizational philosophy.

Lowry, Charles B. "Converging Information Technologies: How Will Librarians Adapt? *CAUSE/EFFECT*, 13 (Fall, 1990), 35-42.

This discussion of the issues facing academic libraries looks at economic dilemmas, alternatives to traditional information distribution, electronic publishing, scholarly workstations, and electronic books. It concludes that libraries will play a significant and more dynamic role in the acquisition of, organization of, and services using new electronic technologies.

Martin, Marilyn J. "Academic Libraries and Computing Centers: Opportunities for Leadership." *Library Administration & Management*, 6 (Spring, 1992), 77-81.

This discussion of the relationship between academic libraries and academic computing centers focuses on the need for cooperation. Martin describes theoretical organizational models, addresses the administrative issues involved, describes working models of both mergers and cooperative arrangements, and examines potential problems.

Martin, Rebecca R. "The Paradox of Public Service: Where Do We Draw the Line?" *College and Research Libraries News*, 51 (January, 1990), 20-26.

Academic librarians today face a paradoxical dilemma: as the explosion of information continues and the tools available for accessing information increase in number and sophistication, we realize that we will be able to offer only a portion of such resources to our patrons. Given the growing importance of information in our society, the demands upon us can only increase. This paper examines the ideals and realities of public service in this environment and explores the potential of new services to meet these demands.

Mittermeyer, Diane. "Libraries as 'Complex' Organizations: A Concept in Need of an Operational Definition." *Library and Information Science Research*, 12 (July-September, 1990), 231-249.

This examination of libraries as complex organizations includes a description of theoretical organizational models that have been used to investigate libraries. The author examines the concepts of complexity, centralization, and formalization, and explores occupational specialties, professional training, and knowledge specialization. She recommends further research.

Oberg, Larry R. "The Changing Role of College Librarians." *College and Research Libraries News*, 51 (April, 1990) 329-331.

The role and status of college librarians has changed in significant ways during the last twenty years. Yesterday, librarians emphasized storage over service. Today, a new breed of librarians works to create conditions that facilitate--not impede--access to library materials and services.

Park, Bruce. "Libraries Without Walls; Or, Librarians Without a Profession." *American Libraries*, 23 (October, 1992), 746-747.

If librarians don't broaden their vision, technological advances may marginalize the profession.

Penrod, James I. "A Case for the Chief Information Officer." *CAUSE/EFFECT*, 8 (September, 1985), 3-4.

A policy officer at the senior administrative level is needed to coordinate the implementation and use of information technologies in colleges and universities. Higher education must increasingly respond to the environment created by information technologies and their implementation.

Potter, William. "Readers in Search of 'Authors: The Changing Face of the Middleman." *Wilson Library Bulletin*, 60 (April, 1986), 20-23.

The new information technologies offer libraries increased opportunities to provide innovative services: linking automated technical processing systems with public systems to provide more timely information; using the expanding services of subscription agencies as a channel for electronic publications delivery; online catalogs; and innovative interlibrary loan and document delivery programs.

Schuman, Patricia Glass. "Your Right to Know: Librarians Make It Happen." *Wilson Library Bulletin*, 66 (November, 1991), 38-41.

Schuman discusses the right of the U. S. public to know and highlights the importance of libraries and librarians in a democracy; the role of libraries in disseminating and providing open and equitable access to information; and obstacles they currently face that are putting both libraries and the public's right to know at risk.

Sheridan, Jean. "The Reflective Librarian: Some Observations on Bibliographic Instruction in the Academic Library." *Journal of Academic Librarianship*, 16 (March, 1990), 22-26.

Sheridan looks at criticisms of bibliographic instruction in academic libraries using an organizational model called reflection-in-action. She evaluates counterproductive modes of interaction and recommends as an alternative the collaborative learning method. She defines and describes the theory and use of this teaching method, and presents applications specific to bibliographic instruction.

Spaulding, Frank H. "Special Librarian to Knowledge Counselor in the Year 2000." *Special Libraries*, 79 (Spring, 1988), 83-91.

The author considers how four historical events have influenced the world for information professionals and the view these events offer of the future: (1) the invention of the Gutenberg printing press; (2) the invention of the transistor; (3) the success of the railroad; and 4) a statement by John Cotton Dana, first president of the Special Libraries Association.

Surprenant, Thomas T., and Claudia Perry-Holmes. "The Reference Librarian of the Future: A Scenario." *RQ*, 25 (Winter, 1985), 234-238.

This essay on the future of reference librarianship addresses elements necessary to guarantee continued vitality of the profession. The authors cover the following topics: person-to-person contacts with library users, recreational functions of library, fees and "information stamps," organizational structure of the library, information consulting, a project-team approach to information problems, and the librarian's role in continuing education.

Swan, John. "Information and Madness." *Library Journal*, 113 (February 1, 1988), 25-28.

Swan examines the changing roles of libraries and librarians in the information age, emphasizing the impact of technology. He suggests that librarians should assert themselves as providers of information in a human context.

University of Wollongong Library. *Prospect 2001: Strategic Considerations Affecting the Development of Library and Information Services for the University of Wollongong 1991 to 2001*. (Wollongong, NSW: The University Library, 1991) 20 p.

"The Vision: The Library is the key link between information networks used by members of the University." Irrespective of the nature or location of the sources, the Library will provide a range of services and technologies which facilitate access, retrieval and interpretation of knowledge. This illustrated publication of the University of Wollongong, New South Wales, projects future context for the library (the intellectual heart of the University), the staff, technology, the finances, the facilities, the conditions, and performance indicators. In his introduction, Ken McKinnon, Vice-Chancellor, states: "The future should not be regarded solely in terms of technology--the printed book will survive and continue to be the most appropriate means of storing some kinds of information."

Woodsworth, Anne. "Libraries and the Chief Information Officer: Implications and Trends." *Library Hi-Tech*, 6 (1988) 37-44.

Woodsworth describes the roles and responsibilities of Chief Information Officers (CIOs) in research universities and presents five models of the position. She discusses future trends and the needs for management of converging information technologies with attention to their implications for libraries. She deals also with the qualifications of the CIO and the future outlook of the position.

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